FEDERAL TRADE COMMISSION
ReportFraud.ftc.gov

FTC Report Number
205117980

# Consumer Report To The FTC

**The FTC cannot resolve individual complaints, but we can provide information about next steps to take.** We share your report with local, state, federal, and foreign law enforcement partners. Your report might be used to investigate cases in a legal proceeding. Please read our Privacy Policy to learn how we protect your personal information, and when we share it outside the FTC.

## About you

**Name:** SIERRA CARBARY

**Email:** svc87@duck.com

**Address:** 1840 ONYX ALY APT B

**Phone:** 458-250-1070

**City:** EUGENE **State:** Oregon **Zip Code:** 97403

**Country:** USA

## What happened

The City of Eugene Government Auto-Reply: "... If your email is seeking a response from City of Eugene staff, you can expect to hear from someone within a few business days." Since the Summer of 2025, I have never once received a response, as promised, to any of nearly 100 emails to 6+ employees of The City of Eugene. Therefore the quoted claim is falsified and misleads the public, community, and consumer. The City of Eugene Rental Housing Program "The goal of the program is to help renters and owners communicate with each other to resolve issues without further City involvement or legal action." The rental housing department has not once responded, as promised, to my (2) formal complaints of which opened housing case #2501591. They did not respond, as promised, to my inquiry of why the case was closed without resolution and without compliance enforcement, despite 22 state and city violations including "life-threatening" mold per NSPIRE, and the lack of (2) Certificates of Occupancy. Therefore the rental housing department did not at all try and help resolve issues without further legal action or city involvement. Therefore the quoted claim is falsified and misleads the public, community, and consumer. The City Of Eugene Code and Compliance "If the issue is not addressed by Planning and Development staff, we will provide a referral to the appropriate city or community resource that can help. If the issue is covered by codes we enforce, staff will investigate and follow-up with the property owner and person who submitted the complaint." Not once have I received a referral, as promised, or a follow-up response, as promised, from Code and Compliance concerning the (3) formal complaints that I've submitted since July 2025. Therefore the quoted claim is falsified and misleads the public, community, and consumer. The City of Eugene Council "We listen to, serve, and include all who live, work, and play here; seeking ways to foster unity and stronger connections across Eugene. We respond and take actions so that every person has an opportunity to thrive in Eugene." The City Council Ward representative has not once responded, as promised, nor taken action, as promised, to include, as promised, me - as part of the community to be served, as promised. All emails sent to code and compliance and the rental housing program that were then forwarded to council for compliance enforcement and awareness - have never been responded to. Therefore the quoted claim is falsified and misleads the public, community, and consumer. The City of Eugene Code 4.613 Human Rights "The city has a compelling interest in eradicating and preventing discrimination based on race, religion, color, sex, national origin, ethnicity, marital status, familial status, age, sexual orientation, source of income, or disability, and in ensuring equal opportunity in employment, housing and public accommodations." My severance of tenancy and notice to vacate contingent upon a disability-based relocation request served July 2025 was known data to The City of Eugene. The city did not eradicate discrimination and ensure equal opportunity as they are withholding their public services and directly interfering with my relocation to safe and legal housing, as I remain entrapped at the uncertified dwelling. Therefore not only is the quoted claim falsified and misleads the public, community, and consumer, but it is an act of discrimination that has been reported to the DOJ and BOLI.

## How it started

| Date fraud began: | Amount I was asked for: | Amount I Paid: |
|---|---|---|
| 07/15/2025 | | |
| **Payment Used:** | | **How I was contacted:** |
| | | Other |

## Details about the company, business, or individual

| Company/Person | | |
|---|---|---|
| **Name:** The City Of Eugene Government | | |
| **Address Line 1:** 500 E. 4th Ave | **Address Line 2:** | **City:** Eugene |
| **State:** Oregon | **Zip Code:** 97401 | **Country:** USA |
| **Email Address:** mayorcouncilandcitymanager@eugene-or.gov | | |
| **Phone:** 541-682-5010 | | |
| **Website:** https://www.eugene-or.gov | | |
| **Name of Person You Dealt With:** | | |

## Your Next Steps

### General Advice:

- **You can find advice and learn more about bad business practices and scams at consumer.ftc.gov.**
- **If you're concerned that someone might misuse your information, like your Social Security, credit card, or bank account number, go to IdentityTheft.gov for specific steps you can take.**
- **Learn more about impersonation scams at ftc.gov/impersonators. If someone says they are with the FTC, know that the FTC will never demand money, make threats, tell you to transfer money, or promise you a prize.**

## What Happens Next